



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

INFORMATIONAL LETTER NO.1869-MC

DATE: December 19, 2017

TO: All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC) Providers

APPLIES TO: Managed Care (MC)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Provider Enrollment with Managed Care Organizations (MCOs)

EFFECTIVE: Immediately December 1, 2017

*****This letter replaces Informational Letter No. 1855-MC-FFS-D issued November 14, 2017*****

Effective December 1, 2017, AmeriHealth Caritas Iowa, Inc. will no longer participate in the IA Health Link managed care program. Please refer to Informational Letter [1862-MC-FFS-D](#)¹ regarding member Managed Care Organization (MCO) choice.

Providers are encouraged to contract with both of the remaining MCOs; however, all providers wishing to participate with an MCO must first be enrolled with the IME following the procedures outlined on the DHS web page, [Enrolling as an Iowa Medicaid Provider](#)².

During this transition from AmeriHealth Caritas Iowa, Inc., only providers actively contracting with the MCOs will be considered to have “deemed credentialing” with both UnitedHealthcare Plan of the River Valley, Inc. and Amerigroup Iowa, Inc. for the month of December 2017. “Deemed credentialing” means that Medicaid enrolled providers are provisionally considered credentialed with each MCO to allow for continued access to care and allowing time for the credentialing process.

To remain in-network with either MCO, beginning January 1, 2018, providers will need to complete each of the MCO’s contracting and credentialing process by January 1, 2018. Providers are encouraged to contact the MCOs quickly to begin the contracting and credentialing process.

The MCOs will pay claims at 100 percent of the current Medicaid rate floor for Medicaid covered services for providers actively pursuing contracts with the MCO until December 31, 2017. Providers not contracting with the MCO will be considered out-of-network providers per

¹ https://dhs.iowa.gov/sites/default/files/1862-MC-FFS-D_SuspensionofMCO%20Choice%20%282%29_JS%20%281%29.pdf

² <http://dhs.iowa.gov/ime/providers/enrollment/providerenrollment>

[Informational Letter 1823-MC](#)³ and will need to follow the MCO's claims submission and prior authorization guidelines.

If you have any questions for the IME, please contact the IME Provider Enrollment unit at 1-800-338-7909, option 2, or by email at imeproviderenrollment@dhs.state.ia.us.

If you have any questions regarding the MCOs, please use the contact information listed below.

| Managed Care Organization | Contact and Phone Number |
|--|--|
| Amerigroup Iowa, Inc. | Email: IAProviderQuestions@amerigroup.com Phone: 1-855-789-7989 |
| UnitedHealthcare Plan of the River Valley, Inc. | Email: iowaCommunityNetwork@uhc.com Phone: 888-650-3462 Website: UHCCommunityPlan.com/iaprovider ⁴ |

³ https://dhs.iowa.gov/sites/default/files/1823-MC_Out-of-NetworkReimbursementforMCOClaims.pdf

⁴ <http://www.uhccommunityplan.com/content/communityplan/homepage/health-professionals/ia.html>